

Reg. No. :

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Name :

Third Semester M.A. Examination, November 2006

PERSONNEL MANAGEMENT

PM 231 : Paper – I: Industrial Relations and Labour Administration

Time: 3 Hours

Max. Marks: 75

PART – A

Answer **any five** of the following. All carry equal marks. Each answer not to exceed **300** words.

1. Explain 'collective bargaining'. Discuss the relevance of collective bargaining in the globalized business scenario.
2. Explain the different methods of grievance redressal practised in Indian organisations.
3. Define 'strike'. When does a strike become illegal ?
4. Explain the structure of labour administration machinery in Kerala.
5. Explain the objectives of ILO.
6. Explain the procedures for certifying a 'standing order'.
7. What is meant by labour policy ? How far has the labour policy of the Indian government helped industrial development in India ?
8. Discuss the difference between 'registration' and 'recognition' of a trade union. What are the various methods for recognising a trade union ? (5×6=30 Marks)

PART – B

Answer **any three** questions, each in about **1500** words. Each question carries **15** marks.

9. What are the different methods available for preventing industrial disputes ? Explain with real life examples.

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10. "The emerging information technology industries had diluted the bargaining power of trade unions". Critically evaluate the statement.
11. Discuss the structure of state labour department. What are their functions ?
12. Explain the concept of 'employee discipline'. How far does the labour laws help in maintaining employee discipline ?
13. 'Employees in business Process Outsourcing companies in India are being exploited by their employers'. Discuss the relevance of unionising BPO employees in the context of the statement. **(3×15=45 Marks)**